

Record of Decisions

Torquay and Brixham Connections - Trial Closure

Decision Taker

Executive Lead for Business on 28 July 2015

Decision

- (i) That, subject to (iii) below, Torquay and Brixham Connections offices are closed for a trial period of four weeks to understand the impact of a permanent closure on the community and service users;
- (ii) That, subject to (iii) below, the four week closure of Torquay and Brixham Connections to commence on 10 August 2015 with a re-opening date of 7 September 2015. Consultation on permanent changes to the service to take place during and after the trial closure; and
- (iii) That the Executive Head of Customer Services monitor the effects of the closure on a daily basis and be authorised, in consultation with the Executive Lead for Business and Group Leaders, to take appropriate action to modify and address any issues arising during the trial.

Reason for the Decision

To understand the impact a permanent closure of the Torquay and Brixham Connections offices would have on service users and the community, which will provide evidence about the provision of this service. The evidence gathered and the results of consultation with service users will inform how the Council can better use its resources in light of future budget reductions.

Implementation

This decision will come into force and may be implemented on 5 August 2015 unless the call-in procedure is triggered (as set out in Standing Orders in relation to Overview and Scrutiny).

Information

Customer Services currently manages three Connections face to face offices at:

- Torquay Connections located at Torquay Town Hall
- Paignton Connections located within Paignton Library and Information Centre
- Brixham Connections located with Brixham Library

The operating model in Paignton and Torquay has already been reviewed to maximise capacity within the Call Centre to encourage customers visiting these offices to use the website and free phone to the call centre.

Closing the Torquay and Brixham Connections offices for a trial period will enable the Council to gather information, establish the impact on the customer and their preferred method of contact. The outcome of the trial will contribute towards the final business case.

Alternative Options considered and rejected at the time of the decision

Not to undertake a trial.

Is this a Key Decision?

No

Does the call-in procedure apply?

Yes

Declarations of interest (including details of any relevant dispensations issued by the Standards Committee)

None

Published

28 July 2015

Signed:

Councillor Richard Haddock
Executive Lead for Business

Date: 28 July 2015